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**In the claims:**

1-10. (Canceled)

11. (Currently amended) A system for enabling a remote agent to access a communication center and to operate with a remote computerized appliance as ~~[[an]]~~ a local agent with full access to data and software ~~tools~~ resources of the communication center, the system comprising:

a local area network (LAN) for connecting all data and software resources at the communication center made available to the local agents;

a proxy server executing a software suite and having a first two-way data link to the LAN thereby connecting to the data and software ~~tools~~ resources of the communication center; and

a second two-way data link between the proxy server and the remote computerized appliance used by the remote agent;

characterized in that the proxy server ascertains hardware and software characteristics of the computerized appliance and manages communication between the computerized appliance and the data and software at the communication center in a form usable by each, wherein the computerized appliance is enabled to access and operate all of the ~~tools~~ data and software on the LAN of the communication center made available to an agent ~~the local agents~~ to the communication center.

12. (Previously presented) The system of claim 11 wherein the computerized appliance is one of a hand-held computer, a personal digital assistant, a portable laptop computer, or a cellular telephone.

13. (Previously presented) The system of claim 11 wherein the second two-way data link is one of a hard-wired telephone connection, a wireless connection, or a data-packet connection via the Internet.

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14. (Previously presented) The system of claim 11 wherein the proxy server and the computerized appliance each execute an instance of a Nano-browser enabling Internet Protocol communication over the second two-way data link.

15. (Previously presented) The system of claim 11 wherein the proxy server is a first proxy server connected to a plurality of remote proxy servers, each at a separate remote call center, and the computerized appliance connects to and operates software and accesses data at least one of the plurality of remote call centers.

16. (Currently amended) A method for enabling a remote agent to access and operate with a computerized appliance as an agent with full access to data and software tools resources of a communication center, the method comprising the steps of:

(a) providing a local area network (LAN) at the communication center for connecting the data and software resources;

[[(a)]] (b) establishing a first two-way data link between the computerized appliance and a proxy server;

[[(b)]] (c) ascertaining by the proxy server hardware and software characteristics of the computerized appliance over the first two-way data link;

(c) establishing a second two-way data link between the proxy server and data and LAN software tools at the communication center; and

(d) transforming by the proxy server the data and results of software operations at the communication center into a form useable by the computerized appliance, and transforming data and commands from the computerized appliance to a form useable by the software operations, wherein the computerized appliance is enabled to access and operate all of the tools and software of the communication center made available to an agent local to the communication center.

17. (Previously presented) The method of claim 16 wherein the computerized appliance

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is one of a hand-held computer, a personal digital assistant, a portable laptop computer, or a cellular telephone.

18. (Previously presented) The method of claim 16 wherein the first two-way data link is one of a hard-wired telephone connection, a wireless connection, or a data-packet connection via the Internet.

19. (Previously presented) The method of claim 16 wherein the proxy server and the computerized appliance each execute an instance of a Nano-browser enabling Internet Protocol communication over the second two-way data link.

20. (Previously presented) The method of claim 19 wherein the a plurality of remote proxy servers, each at a separate remote call center, and wherein computerized appliance connects to and operates software and accesses data at least one of the remote call centers.